



LEGISLATIVE HEARING HOUSE OVERSIGHT COMMITTEE

March 8, 2018

James R. Redford, Director



Overview

- Agency Overview
- The Audit
- Rise to Service



Agency Overview: Mission

□ Mission

- ▣ To be the central coordinating agency, providing support, care, advocacy and service to veterans and their families.



Agency Overview: Vision

- Responsive to WWII, Korean War, Vietnam War and Cold War veterans
 - ▣ Health care, state veterans homes, quality of life
- Attractive to Gulf War and Post-9/11 veterans
 - ▣ Education, employment, quality of life





Agency Overview: Programs

- ❑ Michigan Veteran Resource Service Center
- ❑ MVAA Veteran Service Officers
- ❑ Veterans Community Action Teams (VCATs)
 - Regional Coordinators
- ❑ Veteran-Friendly Employer Program
- ❑ Veteran-Friendly Schools Program



The Audit

- Scope
- Highlights
- Outcomes
- Reportable Findings



Audit: Scope

Timeline

- ❑ Mar. '17: Audit Entrance Meeting
- ❑ Oct. '17: Field Close-Out Meeting
- ❑ Feb. '18: Audit early release date
- ❑ Feb. '18: Public release date

Objectives

- ❑ Assess the effectiveness of MVAA's outreach to Michigan veterans and their families.
- ❑ Assess the effectiveness of MVAA's efforts to assist Michigan veterans and their families in obtaining benefits and services.



Audit Highlights: Outreach

- ❑ MVAA obtains veteran contact info for outreach purposes.
 - ❑ U.S. Department of Defense
 - ❑ Michigan Secretary of State
- ❑ Numerous outreach methods to reach Michigan veterans
 - ❑ MichiganVeterans.com, Facebook, Twitter, LinkedIn
 - ❑ VCAT and Regional Coordinators
 - ❑ GovDelivery newsletters
 - ❑ Events and activities
 - ❑ Marketing and public relations
- ❑ MVAA established, evaluated, and on track to achieve its veteran outreach goals and objectives by the assigned deadlines.



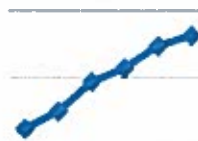
Audit Highlights: Innovation

- ❑ MVAA assesses monthly activity reports from regional coordinators and shares best practices throughout the State.
- ❑ MVAA received two Pillar of Excellence Awards
 - ❑ 800-MICH-VET - First statewide program in the country with a 24/7/365 veteran assistance network.
 - ❑ VCAT - Implementation of a no-wrong-door philosophy, creating an efficient, sustainable, and low-cost community resource for veterans.
- ❑ 200+ business and academic partners
 - ❑ Veteran-Friendly Employers
 - ❑ Veteran-Friendly Schools



Audit Highlights: Operations

- ❑ Fully Developed Claims
 - ❑ 2013 only reached 25%
 - ❑ 2016 reached 74%
 - ❑ 2017 reached 84%
- ❑ 800-MICH-VET contacts we reviewed were addressed appropriately and in a timely manner.
- ❑ Established, evaluated, and on track to achieve veteran benefit assistance goals.
- ❑ GDX
 - ❑ 2012, MI received \$2.78B
 - ❑ 2016, MI received \$4.00B





Audit: Outcomes

- ❑ First objective (outreach)
 - ❑ Sufficient
- ❑ Second objective (assist with obtaining benefits)
 - ❑ Sufficient with exceptions
- ❑ Two reportable findings:
 - ❑ (1) Identify & connect with veterans receiving State assistance
 - ❑ (2) Contract monitoring



OAG Reportable Finding #1

- ❑ **Veteran Benefit Enhancement program**
 - ❑ AKA: Public Assistance Reporting Information System (PARIS)
 - ❑ Identify Medicaid recipients who are veterans and who may be eligible for federal veterans health care benefits or other benefits
- ❑ **OAG Reportable Finding** - Agency should improve its efforts to identify and contact veterans enrolled in State assistance programs that may be eligible for VA benefits.



Finding #1: Actions Taken



- Identified possible groups
 - ▣ Five groups who may be eligible for additional benefits
- Contacted first group
 - ▣ Sent letters to veterans with suspended benefits
 - ▣ Conducted follow-up calls



Finding #1: Next Steps

- Continue working with DHHS
 - ▣ Training, developing queries, and validating data
 - ▣ Providing data not yet available to MVAA
- Reach next four groups of veterans
- Track quarterly results via VA Veteran Match file



OAG Reportable Finding #2

- ❑ **Grant Scope** - The Michigan Veterans Coalition (MVC), as grant recipients, are expected to maintain the staffing and resources necessary to provide the claims services set forth through the hourly requirements by region.
 - ❑ Accredited service officers are responsible for interviewing claimants to determine the benefit they should be seeking and then developing a plan that has the highest potential to result in the receipt of the maximum benefit being sought.
- ❑ **OAG Reportable Finding** - MVAA could improve its monitoring of the MVC contract to help ensure that the MVC effectively and efficiently uses State grant funds to maximize assistance provided to veterans.



Finding #2: Actions Taken

- ❑ New contract signed Jan. 9, 2018
- ❑ Specific and identifiable goals and measurable standards
 - ❑ Service hours performed by region based on veteran population
 - ❑ Number and percent of Fully Developed Claims
 - ❑ Number of claims by type, region and originator
- ❑ New grant monitoring program
 - ❑ Monthly reviews to validate accuracy of claims submitted
 - ❑ Systematic review of VSO hours reported and submitted for billing
 - ❑ Random sampling (weekly) of time and attendance
 - ❑ Review of individual time sheets to validate time and attendance



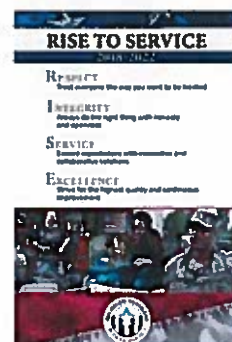
Finding #2: Next Steps

- ❑ New position: Contract & Grant Compliance Analyst
 - ❑ Begins Monday, Mar. 12
- ❑ System for evaluating customer satisfaction
 - ❑ MVC will meet or exceed 60% "Good" customer service rating



Rise to Service: 2018-2022

- ❑ Provide excellent care and service
 - ❑ Obj 1: Customer service satisfaction
- ❑ Enhance opportunities
 - ❑ Obj 2: Leverage partnerships
- ❑ Invest in our people
- ❑ Optimize operations
 - ❑ Obj 4: Grant management
- ❑ Leverage data & value-added technology
 - ❑ Obj 4: Veteran Benefit Enhancement program





800-MICH-VET

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MichiganVeterans.com

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